



S/09/474,643

*Rce*  
*3623*  
*TIW*  
PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Haynes et al                      Examiner: Van Doren, B.  
Serial No.: 09/474,643                      Group Art Unit: 3623  
Filed: December 29, 1999                      Docket No.: 60027.0326US01/BS#98041  
Title: System and Method for Eliminating An Unnecessary Dispatch of a Service Technician

CERTIFICATE UNDER 37 CFR 1.8:

I hereby certify that this correspondence is being deposited with the United States Postal Service as first class mail, with sufficient postage, in an envelope addressed to: Mail Stop RCE, Commissioner for Patents P.O. Box 1450 Alexandria, Virginia 22313-1450 on April 7, 2005.

By: *Michael T. Lukon*

Name: Michael T. Lukon

REQUEST FOR CONTINUED EXAMINATION UNDER 37 C.F.R. §1.114

Mail Stop RCE  
Commissioner for Patents  
P.O. Box 1450  
Alexandria, Virginia 22313-1450

Dear Sir:

Under 37 C.F.R. §1.114, it is respectfully requested that this application be accorded the benefits of Continued Examination.

Please charge Deposit Account No. 13-2725 in the amount of \$790.00 to cover the required fee for a large entity.

**39262**

PATENT TRADEMARK OFFICE

Respectfully submitted,

MERCHANT & GOULD P.C.  
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Minneapolis, MN 55402-0903  
404.954.5100

*Michael T. Lukon*

Michael T. Lukon  
Reg. No. 48,164

Date: April 7, 2005

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